

Determinant Factors Of Work Stress Of Production Workers At National Printing Company

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Abstract:

Workplace stress is a physical and psychological disruption of employees brought on by an imbalance between their resources and the demands of their jobs. According to findings from early worker research, 14 out of 30 employees reported feeling stressed at work. Negative effects of unmanaged job stress will be felt by both employees and businesses. The aim of this study was to identify the variables linked to production workers' work-related stress. This study has a cross-sectional design and is quantitative in nature. A total of 76 production workers made up the sample size for the data collection, which took place between September-October 2022. Bivariate analysis with the Mann-Whitney test and the Chi-Square test was used to analyze the data. Over 50% of production workers report experiencing work-related stress. Interpersonal conflict (p-value = 0.039), job uncertainty (p-value = 0.022), workload fluctuations (p-value = 0.040), and extracurricular activities (p-value = 0.032) are the four variables that significantly correlate with work stress.

Keywords: workers, resources, interpersonal conflict, job uncertainty.

Introduction

In the current era of industrialization, every industry is required to have high work productivity. Apart from being able to provide a positive side, this can also provide a negative side, one of which is the emergence of work-related diseases, which can affect labor productivity and have a negative impact on the safety and health of the workforce. Job stress is defined as the inability to cope with threats faced by humans mentally, physically, emotionally, and

spiritually, which one day can affect the physical health of these humans. Work stress is a person's response that may arise when the demands and workload are not proportional to the knowledge, abilities, and challenges they face. When the amount of work required exceeds the workers' capacity, resources, and abilities, work stress poses a threat to their health and safety. Workplace stress is a significant indicator of an organization's health since it can lead to accidents at the workplace, which raises the bar for productivity. Job variables are among the risk factors that cause job stress in employees. Other factors explain that unused abilities and too much workload are determinants of work stress and have a significant effect on worker performance (Antoniou & Vlachakis, 2006).

Individual variables are those that originate inside of people. A number of personal characteristics, including age, gender, employment history, marital status, personality type A, and self-evaluation. Individual factors have the ability to induce occupational stress, according to a number of studies. Work stress may be influenced by personal traits like an A personality and self-evaluation. The capacity and availability of all the tools required to lessen the effects of stress on people, including assistance from coworkers, superiors, friends, and family, are the supportive variables (Tannady & Budi, 2023). Social assistance given and workplace stress experienced by workers are related. Stress-causing causes can be avoided with enough social support. Workplace stress is a prevalent and common health issue. Meanwhile, the Canadian Mental Health Commission (Mental Health Commission of Canada) in 2016 noted that at least 1 in 5 Canadians experience psychological health problems in a given year, and 47% of Canadian workers consider their work to be the most stressful part of life daily. Work stress is characterized by complaints. The complaints experienced are divided into three categories: physiological, psychological, and behavioral. Physiological complaints such as headaches or dizziness, back pain, sexual disorders, asthma or shortness of breath, nervousness, loss of appetite, feeling weak, tired, or lethargy (Ogden, 2012). Research conducted involving various professions, ranging from doctors, mechanics, scientists, businessmen, salesmen, construction workers, and others, revealed that 18% of workers experience work stress at work. Workers who work in the finance sector, work shifts, often perform work-related services, or have large responsibilities are more likely to experience stress. The results of this study concluded that work stress can be experienced by anyone and by workers in all fields, including employees at this company.

Literature Review

Negative conditions like stress might result in bodily or mental illnesses or inappropriate behavior. Stimuli that arise both physically, chemically, and psychologically and are a threat to disruption of the body's homeostatic system can trigger a response or occurrence of stress (Munandar, 2008). If the body encounters a stressor, it will activate nerve and hormone responses to carry out defensive actions to deal with the emergency. This response is controlled by the hypothalamus. Workplace stress is a result of a combination of personal traits, external stressors, and stress factors relating to one's job. Stress at work is not a new phenomenon. The basic causes of stress in the workplace are triggered by several factors (Ihsan & Salami, 2015). The occurrence of economic changes and rapid technological advances actually increased the pressure on workers to produce more products in a relatively short time. As many as two out of three workers in a company admit to experiencing work stress. Work stress can be detrimental to oneself, one's work, the company, and society (Laelasari & Kurniawidjaja, 2016). Excessive work stress will reduce one's productivity at work. If many workers experience work stress, workplace productivity will also decrease (Safrida et al., 2023). Losses to workers are not only related to work activities but can extend to activities outside of work, such as difficulty sleeping, decreased concentration, and decreased appetite. Occupational factors are causes of stress originating from situations and conditions related to workers in the work environment (Jalagat, 2017). The physical environment, role conflict, role ambiguity, interpersonal conflict, job uncertainty, work control, lack of job opportunities, amount of work, variety of work, responsibility to other workers, ability unused, mental demands, as well as work shifts are all factors that can contribute to work stress. Each individual has a different stress threshold, depending on their own characteristics. The characteristics of an individual will affect the level of stress he experiences (Lady et al., 2017). Not everyone can face the same source of stress and will experience work stress because of differences in individual characteristics. Factors outside of work are factors related to outside work that can affect a person's work stress (Wahyoedi et al., 2023). Activities outside of work can have an effect on causing conditions of work stress, and in all models of work stress, activities

outside of work are recognized as a source of stress for workers. The capability and availability of all the resources required to lessen the effects of stress on people are supporting variables. Social support is a component that can influence how stressed out someone feels at work.

Methodology

This research is quantitative, analytic, and descriptive. The study design used in this research is cross-sectional, which aims to explain or describe each of the variables studied. The population in this study was composed of production workers, totaling 132 people. The sampling technique to be used is simple random sampling with a minimum sample of 66 people and then a reserve sample of 10% so that it becomes 73 samples. Furthermore, in distributing the questionnaires in the field, the questionnaires were added again, so that there were 93 questionnaires. However, after distributing the questionnaires in the field, the number of questionnaires collected and analyzed was 76. A questionnaire was used in this study's data collection procedure. Utilising statistical application programmers (software), data analysis was carried out. Both a univariate and a bivariate data analysis was conducted. Univariate analysis is used in this study to determine the frequency distribution of each variable, including the dependent variable (work stress) and independent variables (environmental factors, individual factors, non-work factors, and supporting factors). To get a general understanding of the factors influencing work stress, a bivariate analysis was conducted. The chi-square test and the Mann-Whitney test were the statistical tests employed in this investigation.

Case studies

Based on the findings of the research, it is understood that the causes of work stress are statistically demonstrated to be related to one another. According to statistics, the physical environment, interpersonal conflict, job instability, changes in workload, responsibility, mental demands, and extracurricular activities can all cause work stress among production workers. This can be one of the reasons for the company's management to take preventive and control measures to reduce the level of work stress experienced by production workers in the company. The physical environment of the work area in this study was obtained from the results of the questionnaire analysis that had been given. Based on the research results, it is known that the majority of respondents think that the physical environment in their work area is bad, with a percentage of 63.2%. Meanwhile, based on the results of the cross-tabulation, it is known that most of the respondents who experience work stress think that the physical environment in their work area is bad. The results of further questionnaire analysis show that workers consider the physical environment in the work area to have high noise (79.5%), good lighting (83.6%), good temperature and humidity (61.6%), and good air quality (64.4%).

Based on the research results, it is known that the number of respondents who feel role conflict in their work is high is the same as the number of respondents who perceive role conflict in their work as low, with a percentage of 50.0%. Theoretically, this variable could still lead to stress despite the fact that the difference in number between the two is the same. According to the findings of the cross-tabulation study, respondents who report experiencing work stress are more likely to report having a high level of role conflict, with a percentage of 57.9%. With a p-value of 0.359, the analysis's findings show that there is no connection between role conflict and work stress. Employee maturity conflicts are not significantly different from other disagreements. The findings of this study indicate that, despite the fact that there is no correlation between role conflict factors and job stress, the majority of respondents who report experiencing work stress believe that their perceived role conflict is high. Respondents who felt high role ambiguity were the same as respondents who felt low role ambiguity, with a percentage of 50.0%. Likewise with role conflict, although the number of respondents who felt high role ambiguity in this study had the same number as those who felt significant ambiguity between role ambiguity and work stress. The absence of a relationship between role ambiguity and work stress can be seen from the characteristics of the respondents, where most of the employees have been working for quite a long time (more than 5 years). Based on this study, it can be concluded that high role ambiguity has the same percentage as low role ambiguity and has no relationship to work stress. Although this variable has no relationship with work stress, prevention can be done to avoid increasing role ambiguity in the future,

which can trigger stress.

Respondents who experience work stress mostly have high interpersonal conflict, with a percentage of 64.1%. The higher the interpersonal conflict experienced by workers, the higher the occurrence of work stress. Workers who have poor interpersonal relationships will tend to experience work stress 9.4 times more than those who have good interpersonal relationships. Based on bivariate results, it is known that interpersonal conflict is significantly related to work stress, with a P-value of 0.039. Based on the results of the study, there were the same results between respondents who felt low work control and work stress. 52.6% of respondents felt there was a lack of high-quality employment opportunities. Meanwhile, 47.4% of respondents felt there was a lack of employment opportunities. Based on the research results, it is known that most of the respondents feel that the amount of workload they have is high, with a percentage of 64.5%. The existence of a high workload felt by workers can theoretically interfere with their health. Based on the cross-tabulation results, it is known that most of the respondents who experience work stress feel that the amount of workload they have is high. However, based on a bivariate analysis of workers. Meanwhile, too little workload can cause boredom due to repetitive motion. Therefore, there was no connection between workload and work stress in this study. Additionally, because study participants were able to collaborate well in teams, researchers believe that there is no connection between workload and stress at work in this study.

Based on the research results, it was found that most of the respondents felt a high variation in workload, with a percentage of 53.9%. In addition, the results of the cross-tabulation explained that most of the respondents who experienced work stress had a high variation in workload compared to respondents who experienced a low variation in workload. Additionally, the bivariate analysis's findings revealed a substantial connection between changes in workload and work stress. These varied job demands can cause complaints of work stress among workers. Like the results of this study, which showed that most respondents were required to think fast and increase concentration while working. It is known that most of the respondents feel a high sense of responsibility towards other workers. Even though production workers interact more with production machines, the production results produced will indirectly affect the future work of other workers if the production results are not in accordance with the required standards. In this study, it appears that the two have been running simultaneously or in tandem, but the high workload of workers has more potential to cause work stress. So even if the amount of responsibility assigned to a person can be controlled properly, if the workload remains high, workers will still experience work stress.

Most of the respondents feel that their unused abilities are low, with a percentage of 51.3%. It can be seen that most of the respondents are used to using production machines, and most of the respondents can still use the skills they learned in school. Based on the results of bivariate analysis, it is known that this variable is not statistically related to work stress, with a p-value of 0.823. This is in accordance with the analysis of the answers to the questionnaire, where most of the respondents answered that they could still use the abilities and skills they had when they were still in school. According to the study's findings, the majority of respondents experienced heavy mental demands while working. According to cross-tabulation analysis, respondents who suffer work stress typically experience higher mental demands than respondents who experience lower mental demands. However, with a p-value of 0.174, the bivariate data show that there is no correlation between mental demands and occupational stress. This can happen because workers are used to the work pressure they feel, so they don't consider mental demands as the main cause of the stress they feel. Based on communication with the company, it is known that the company carries out work rotations once a week. With a p-value of 0.569, the bivariate results indicate that there is no association between working shifts and work stress. From this study, it is known that the average age of production workers in this study is 32.36 years. The youngest worker in this study was 19 years old, and the oldest worker was 51 years old. Whereas those aged 18–32 years and over 51 years have a higher percentage of experiencing low levels of stress. This difference in stress levels can be influenced by work demands, which tend to be different in each age group, resulting in different levels of stress. Based on the bivariate results and the significance of $\alpha = 5\%$, it is known that age is not significantly related to work stress with a p-value of 0.157. There is no relationship in this research due to work factors such as workload carried out by workers who are not affected by age.

The average working period of production workers is 93.71 months (± 8 years). So, workers who have a longer working period will experience higher stress than workers who work for a new job or have a long or new working period, both of which can be triggers for work stress. Long work periods can cause work stress due to

boredom from monotonous work. Since the majority of production workers are married (64.5%), neither the new nor the old working periods that the workers possess can impact the level of job stress that the workers feel. While 35.5% of the population is single. The majority of respondents who suffer work stress have an unmarried status, with a proportion of 59.3%, according to the findings of the cross-tabulation study. Bivariate analysis revealed that, with a p-value of 0.676, marital status was not associated with work stress, and the majority of respondents (53.9%) had high levels of type A personality. Individuals with this personality type, among others, are characterized by being competitive, ambitious, impatient, aggressive, and very critical. Most of the respondents had a good self-assessment, with a percentage of 53.9%. Self-evaluation and work stress are not significantly correlated, according to the findings of the bivariate analysis, which had a p-value of 0.832. This is consistent with the study's findings, which revealed that respondents who reported higher levels of work stress also made positive judgements of their own abilities. This can happen because even though the worker's self-assessment tends to be good, the high work factors, such as the amount of workload he feels is high, cannot reduce the stress he feels.

Despite the fact that there is no association between these characteristics and work stress in this study, it is known that manufacturing workers generally have positive self-perceptions. Therefore, it is preferable for employees to continue making an effort to maintain their self-evaluation. This can be done to prevent a drop in self-evaluation, which could have an effect on future increases in work stress. Based on the research results, it is known that most of the respondents have high outside work activities, with a percentage of 69.7%. Stress that occurs at work can also be influenced by demands outside of work. Family-related problems, personal crises, interpersonal challenges, inconsistencies in personal and organizational values, and tensions between obligations to one's family and those of the employer can put people under pressure at work. A percentage of 52.6% of respondents reported receiving a lot of social support. Social support was not associated with occupational stress in this study, however, with a p-value of 1.000. The overall findings of this study suggest that social support in the workplace is fairly high, despite the fact that there is no association between this variable and work stress. In order to avoid future work stress, this social atmosphere should be maintained. Good social support can take the form of a harmonious relationship between management and workers and mutual support for fellow workers. Apart from that, it can also be in the form of informative support, such as giving advice or suggestions, explanations, and feedback, which aim to provide alternative solutions to the problems encountered.

Conclusion

The distribution of work stress among production workers is 51.3% of the total respondents. Most of the respondents considered the physical environment in the work area to be bad, with a percentage of 63.2%. Respondents who have high role conflict are the same as respondents who have low role conflict, with a percentage of 50.0%. Respondents who have high role ambiguity are the same as respondents who have low role ambiguity, with a percentage of 50.0%. Most of the respondents have high levels of interpersonal conflict, with a percentage of 51.3%. Most of the respondents felt and considered the uncertainty of their job to be high, with a percentage of 52.6%. Respondents who had low work control were the same as respondents who had high work control, with a percentage of 50.0%. Most of the respondents felt and considered a high lack of job opportunities, with a percentage of 52.6%. Most of the respondents felt that the amount of workload they had was high, with a percentage of 64.5%. Most of the respondents felt that the variation in their workload was high, with a percentage of 64.5%. Most of the respondents felt a high sense of responsibility towards other workers, with a percentage of 56.6%. Respondents who feel that their abilities are not being used tend to be small, with a percentage of 48.7%. Most of the respondents felt that their mental demands were high, with a percentage of 55.3%. Respondents who worked the night shift were 18.4%, the afternoon shift was 38.2%, and the morning shift was 43.4%. Individual factors are as follows: The age of respondents is an average of 32.36 years. The working period of the respondents was an average of 93.71 months (\pm 8 years). Most of the respondents have a high type A personality, with a percentage of 53.9%. Most of the respondents have a good self-assessment, with a percentage of 53.9%. All respondents were male (100%). Most of the respondents have married status, namely as many as 49 respondents (64.5%). Most of the respondents have high levels of activity outside of work, with a percentage of 69.7%. Most of the respondents get high social support, with a percentage of 52.6%.

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